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Applicant(s): Russell F. Gloor et al.

Docket No.

END919990079US1

Serial No.
09/439,310Filing Date
11/12/1999Examiner
Reagan, James A.Group Art Unit
3621

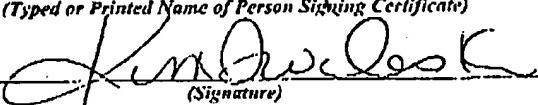
Invention: BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES

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OFFICIAL

Applicant: Russell F. Gloor *et al.*

Examiner: Reagan, James A.

Serial No.: 09/439,310

Art Unit: 3621

Filed: 11/12/1999

For: BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed March 22, 2004, please amend the above-identified application as follows:

09/439,310

1